

### RENEWAL

Facility registrations must be renewed annually. Registration expiration dates for all facilities owned by one person or business entity are synchronized, which means that all of the facility registrations are timed to expire on the same date. For more information about synchronization, please refer to the PT or OT rules.

A facility providing both OT and PT services must register independently with each each board, and have a Therapist in Charge for each profession.

The Boards mail renewal notification postcards approximately two months before the facility expiration date. However, it is the responsibility of each facility to ensure that the registration is renewed in a timely fashion, regardless of whether the facility receives the board notification. If a facility does not have the renewal certificate or the transaction receipt from online renewal in hand by the time the registration expires, services authorized by registration may not be provided until the certificate is posted in the facility.

---

### Frequently Asked Questions

#### How does the online renewal process work?□

The online renewal process is a simple process. The first step is to login by entering your facility registration number. You also need to enter the license number of the Therapist in Charge of that PT or OT facility. You will review the information we have on file, answer the required questions, and then proceed to the payment page. The final step is to view and print the transaction receipt. Print this page for your records. If you don't receive the renewal certificate within two weeks, contact the agency.

### **When am I not able to renew online?**

Facility registrations may not be renewed online if:

- The facility registration has expired;
- The facility does not have a Therapist in Charge, or whose Therapist in Charge has changed;
- The facility owner/s or type of ownership (i.e. incorporation) have changed;
- The facility has not furnished a taxpayer ID number.

If you cannot renew online, contact the Board.

### **How can a facility update the therapist in charge information?**

The therapist must sign and fax or mail the form to the board at 512/305-6970. Verify that we have received your information and try again in three days.

### **If I renew online, will I get my registration faster than if I renew by mail?**

Yes, because you can use your payment receipt as proof of renewal. The receipt is only good for 30 days. If you have not received the renewal certificate in two weeks, contact the Facilities Dept.

### **Can I close one facility and keep another facilities open?**

Yes, you may close one facility and renew others. To close a facility appropriately, you must notify the Board that it is closing, and return the original wall certificate and any renewal cards to the Board. By formally closing the facility, you avoid late fees and restoration fees if you decide to open the facility again in the future.

### **Can I change any of the facility information online?**

Most of the information must be changed by submitting documentation to the Board. Changes must be in writing; mail, fax or emails are acceptable. Forms for most of these changes are available on the Facility Forms page.

### **Can I change the ownership information online?**

No, as a change in facility ownership requires re-registration of the facility.

### **Can I print a copy of my registration renewal information?**

Yes, there is a printer friendly version of the renewal information available.

### **What are the online available payment options?**

You can pay using a credit card (Visa, MasterCard, Discover, AMEX) or pay with electronic check payment methods (ACH).

### **Can I print the payment receipt after completing the online process?**

Yes, but only during the renewal process. You cannot go back and print the receipt after you have left the receipt page of the application.

### **Can I use my printed payment receipt as a temporary registration?**

Yes. The receipt is valid as a renewal document for 30 days. If you haven't received your renewal certificate in the mail within two weeks of renewing, contact the agency.

### **Can I renew online any time?**

Yes, the system is available 7 days per week, 24 hours a day except for routine maintenance downtime. The renewal application is online and available to renew at least 60 days before it expires. NOTE: waiting until the last minute is not advised. If you experience a problem with the process or the system, and do not complete the renewal before the end of the month, your renewal will not be complete and cannot be completed online.

### **Whom do I contact about technical difficulties in operating the site?**

Online Support is available through the TexasOnline helpdesk at 1-877-452-9060, 24/7, or by email at [webhelp@texasonlinehelp.com](mailto:webhelp@texasonlinehelp.com).

### **How do I contact the agency with other problems or questions?**

Call the Facilities Dept. 8 am to 5 pm weekdays, except holidays, 512/305-6900. Email [info@ecptote.state.tx.us](mailto:info@ecptote.state.tx.us)  
Fax: 512/305-6970.

### **What browser version does the application support?**

The application will support IE version 4.0 and above and Netscape version 4.0 and above.

